

 MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES CHILD AND ADULT CARE FOOD PROGRAM CHILD CARE CENTERS POLICY & PROCEDURE MANUAL	ISSUED	REVISED	CHAPTER	SECTION
	3/91	1/16	4	4.3
CHAPTER Chapter 4. The Reimbursement System		SUBJECT Claims Processing		

Claims for reimbursement are processed twice per month and payment issued by automatic deposit per the following schedule:

DHSS receives claim by*	1 st Projected Payment Date	DHSS receives claim by*	2 nd Projected Payment Date
10 th of the month	28 th of the month	25 th of the month	13 th of the month

** If the deadline falls on a weekend, the due date will be the Friday before.*

Please be advised that Missouri Department of Health and Senior Services – Bureau of Community Food and Nutrition Assistance (CFNA) **cannot** guarantee an exact direct deposit date.

Monthly claims must be submitted via the online system at: <https://dhssweb04.dhss.mo.gov/cnp/Login.asp>. If an error is detected when the claim is submitted, the claim will be rejected by the computer. Click “Edit”; note the error message(s) highlighted in red; correct the error(s) and “Submit” the claim again.

Once the claim is processed by CFNA, information is sent to the Missouri Office of Administration.

Listed below are error messages common to the online claim process:

- Attendance is not completed or is completed incorrectly. Attendance must be a cumulative total of all enrolled participants in attendance each day of the claim month.
- Institution claims an unauthorized meal(s). An institution can claim only those meal types (breakfast, lunch, supper, snack) for which it is approved. The institution must enter the new meal with meal start and end times in the online Center Information Sheet on the application and claims database. The institution must also submit a two week (minimum) menu cycle to our office which must be approved by CFNA before the new meal can be claimed.
- Institution claims meals in excess of licensed capacity or number of participants enrolled.
- Institution claims meals in excess of attendance.
- Institution claims meals on holidays when they have checked (on the Center Information Sheet) that they are closed.
- Institution submits a claim; however their license has expired.